

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Application Number	10/260,923
Filing Date	June 25, 2003
First Named Inventor	Steven TIVEY, et al.
Art Unit	3629
Examiner Name	Gabrielle A. MCCORMICK
Attorney Docket Number	52493.000252

Sheet **1 of 2**

U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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EXAMINER SIGNATURE

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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Sheet	2 of 2	Attorney Docket Number		52493.000252	
OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS					
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION		
			YES	NO	
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>	
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>	
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html ; http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html ; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html ; http://web.archive.org/web/20010806080042/leadtrack.com/fappfeatures.html ; http://web.archive.org/web/20010801185319/leadtrack.com/features.html ; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif)	<input type="checkbox"/>	<input type="checkbox"/>	
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>	
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 http://web.archive.org/web/20010801185659f1leadtrack.com/faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 http://web.archive.org/web/20011205051744/www.leadtrack.com/features.html and http://web.archive.org/web/20011224094912/www.leadtrack.com/screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>	
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtm printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>	
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